



Virginia Information Technologies Agency



Welcome

Sam Nixon

Chief Information Officer of the Commonwealth

CIO Council Meeting

Nov. 9, 2010





Agenda

- Welcome – *CIO Sam Nixon*
- Memorandum of Understanding – *Chad Wirz, VITA*
- Project Management Risk, Complexity Model – *Mike Sandridge, VITA*
- Work Request/RFS Turnaround – *Mike Sandridge, VITA*
- Ways to Request Work – *Mike Neely, Northrop Grumman*
- Asset Inventory – *Chad Wirz, VITA*
- E-mailbox and Account Request Form – *Chad Carter, VITA*
- Contingent Labor – *Susan Woolley and Hubie Harris, VITA*
- CIO Council's Top Five – *Steve Fox, ABC*
- Response to Questions from Last Meeting – *Chad Wirz, VITA*
- Roundtable – *CIO Council Members*



Virginia Information Technologies Agency



Memorandum of Understanding (MOU)

Chad Wirz
Operations Manager, VITA

CIO Council Meeting
Nov. 9, 2010





MOU Status

- IT Partnership, Partnership Advisory Council (predecessor to CIO Council) and Office of the Attorney General input complete
- Updates made to reflect 2010 contract modifications
- Agency input from ORCA closed in October
- Final document ready for agencies first quarter 2011
- Feedback will be provided to those who submitted comments

ORCA input overview

- ▶ 237 comments
- ▶ 17 authors



Virginia Information Technologies Agency



Project Management Risk, Complexity Model

Mike Sandridge
Project Management Division, VITA

CIO Council Meeting
Nov. 9, 2010





Project Management Risk, Complexity Model

- Governance and oversight assigned to IT projects in the Commonwealth are based on statutorily defined project cost thresholds
- The current method of inferring risk based upon a non-sliding scale has limitations as identified by the most recent JLARC report:
 - Expensive or mission-critical projects can be low risk
 - Inexpensive projects can be high risk
 - Projects involving several parties can have varied risk
 - While high-risk projects benefit from oversight, low-risk projects may not



2010 Legislation Requires a Solution

- HB1034ER / SB 236ER (enactment clause)
 - That on or before Oct. 1, 2010, the CIO, in consultation with the JLARC and any other parties as directed by the Secretary of Technology, shall develop a new review, approval and monitoring process for IT projects to replace the process required by the Code of Virginia.
 - The new process shall be operational by Jan. 1, 2011, and shall be implemented and regularly updated by the Project Management Division.
 - The process shall also be designed to ensure that projects are provided with appropriate levels of oversight once they are under execution.
 - The level of review and oversight shall vary depending upon defined risk factors including, but not limited to, the cost of the project.
 - In order to achieve the above goals, the process shall describe a methodology for agencies to follow in conceiving, planning, developing, scheduling and executing information technology projects, including procurements related to those projects.



Project Management Process

- No real change to project process
- Process nomenclature synchronized with Project Management Body of Knowledge (PMBOK)
- Changes to oversight requirements and documentation based on risk and complexity
- New infrastructure engagement opportunities during project planning



Project Management Risk, Complexity Model

- Commonwealth Project Governance and Assessment Project (CPGA)
 - Implementation is currently 60 percent complete and on schedule
 - Commonwealth Technology Management Policy: In ORCA for comment
 - Project Management Standard – ORCA review complete
Updating comments, prep for CIO review and approval
Status: On schedule to submit to CIO by Nov. 18, 2010
 - Project Management Guideline – ORCA review complete
Updating comments
Status: On schedule



Project Management Risk, Complexity Model

- Commonwealth Project Governance and Assessment Project (CPGA)
 - Commonwealth Technology Portfolio (ProSight) – Internal user acceptance testing in progress.
Status: On schedule to complete Nov. 15, 2010
 - Communications plan – Complete
Status: Published on Nov. 5, 2010
 - Secretary of Technology briefing – TBD
 - Customer account managers briefing – Tentative Nov. 12, 2010



Virginia Information Technologies Agency



Custom Work Request Process Timelines

Mike Sandridge
Project Management Division, VITA

CIO Council Meeting
Nov. 9, 2010





Custom Work Request Process Timelines

1. → Complete requirements
 - Agency submits complete requirements package to VITA
 - VITA/Northrop Grumman complete requirements validation and acceptance (quality assurance) - **Seven business days**
2. ← Design estimate proposal
 - Service towers identify tasks, prepare solution design proposal
 - Design proposal and **estimate for implementation** (high level) sent to VITA for agency review and approval – **25 business days**
3. → Approval to proceed (ATP)
 - Agency/VITA ATP is required within 22 business days



Custom Work Request Process Timelines

4. ← Solution design/statement of work (SOW)
 - ATP is required to proceed with solution design and proposal
 - Northrop Grumman provides design with SOW/proposal to implement – **25 business days**
5. → ATP
 - Agency/VITA ATP is required within 22 business days
6. ← Implementation



Virginia Information Technologies Agency



Ways to Request Work

Mike Neely
Northrop Grumman

CIO Council Meeting
Nov. 9, 2010





IT Infrastructure Work Mechanisms

- Telecommunications service request (TSR): Used for VITA managed telecommunications services
 - Data lines -- CoVAnet circuits, ISDN lines
 - Analog phone lines for fax, facility management, fire alarms, etc.
 - Wireless services such as cell phones (including BlackBerry) and pagers
 - Changes to existing services – Legacy hosted IP Centrex (HIPC) VoIP
 - <http://www.vita.virginia.gov/MISFORMS/forms/TSRv2.cfm>



IT Infrastructure Work Mechanisms

- Work requests are used to request any service whether already defined as a standard offering or as a new service that is agency specific.
- Service requests are used for a planned change or request for a standard service. They are created in HP ServiceCenter Request Management Module and assigned a Q-ticket.
- eVA is the electronic procurement that automates purchasing activities in the Commonwealth.



Services		Service Request	TSR	Work Request*	eVA
Server and Storage					
	New Server			●	
	Hosting at CESC			●	
	Modify Data Storage (CESC)			●	
	Non-Standard Backup			●	
	Backup Opt-Out (DASD Only)			●	
	Agency File Restores	●			
	Technical Services			●	
Networking					
	COVAnet Network Circuit		●		
	Legacy VoIP Upgrade			●	
	Minor Modifications for Legacy VoIP		●		
	Phone Line / Fax		●		
	Cell phone including Blackberry		●		
	MPLS Network Circuit			●	
	UCaaS			●	
	Secure Wireless LAN			●	
	Technical Services			●	
End User Services					
	IMAC (1-15 Users)	●			
	IMAC (16 +)			●	
	New Standard PCs (1-15)				●
	New Standard PCs (15 +)			●	
	Peripherals				●
	Application Software (Purch)				●
	Agency Application Distribution (1-15)	●			
	Agency Application Distribution (16 +)			●	
	Technical Services			●	
Security Services					
	Managed Firewall			●	
	Blue Coat Service Modification	●			
	Site-to-Site VPN			●	
	VPN keyfobs				●
	Technical Services			●	



Virginia Information Technologies Agency



Personal Computer (PC) Refresh and Asset Inventory

Chad Wirz
Operations Manager, VITA

CIO Council Meeting
Nov. 9, 2010





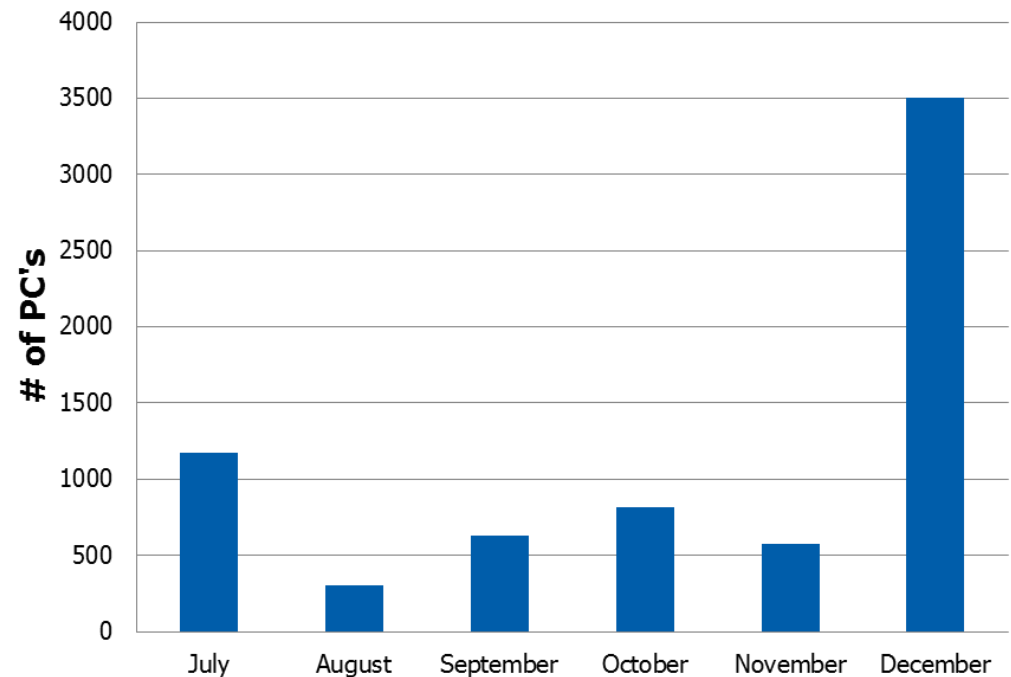
2010 PC Refresh Overview

Month	Expired/Eligible Devices
July	1176
August	301
September	632
October	820
November	577
December	3505
Grand Total	7010

# of devices shipped in 2010	
Month Shipped	# of devices
Jan-10	542
Feb-10	463
Mar-10	368
Apr-10	1123
May-10	255
Jun-10	247
Jul-10	263
Aug-10	205
Sep-10	305
Oct-10	625
Total	4396

Goal: Additional 4k PCs to be refreshed, additional 1k ordered – 12/31/2010

Eligible PC's by Month - 2010 only

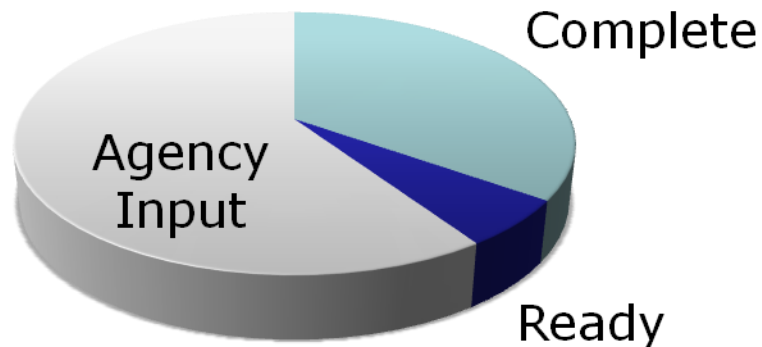




2010 PC Refresh Challenges

- Managed service request (MSR) spreadsheets sent to agencies scheduled this year
- Asset location and user name issues have delayed the turnaround of MSR spreadsheets
- Agency validation of refresh data driving enhancements to asset information

2010 Agency PC Refresh





Asset Management – Process and Data Improvements

Substantial partnership activity focused on two primary areas to improve billing accuracy

1. Proactive: Validation and verification (V & V) process
 - Compare asset information from three electronic discovery data sources with billing data to identify anomalies and enhance billing accuracy
 - Three-way matches/misses are being processed and two-way match data being used as well
 - V&V used when electronic inventory (survey) not available
 - Trending of V&V data has identified areas for process improvement
 - IMAC (moves), P2P (purchases) and PC refresh
 - PC pop-up asset survey in progress



Asset Management – Process and Data Improvements

2. Reactive: IT corrections/billing disputes resolution

- Driven by errors agencies say exist on their VITA bill
- Average 30-day resolution
- Processes in place to provide agency weekly status and facilitate rapid information exchange between VITA and Northrop Grumman



Initiatives to Improve Asset Data Quality

- Inventory move and change (IMAC) process enhancements
 - Procedural issues identified in recent internal audits have been addressed
 - Recent enhancements to asset tracking system improving quality of data received from field technicians and ensuring updates to customer bills in a timely manner



Initiatives to Improve Asset Data Quality

- End user PC survey
 - Pop-up window to appear on each end user's screen to validate user, address, asset type (laptop/desktop), asset tag and agency data
 - Survey data to be validated against existing inventory
 - Pop-up window distribution will be for devices with Altiris
 - Benefits of the survey when combined with the V & V process:
 - Improved accuracy of data fields – capture and validate user and address data
 - Enhanced billing accuracy
 - Assists end user services in PC refresh activity



Asset Validation Survey

VITA **NORTHROP GRUMMAN**

User Information:

First Name: John Last Name: Doe

Phone: (804) 555-1234 E-mail: jdoe@vita.virginia.gov

Agency:

Virginia Information Technologies Agency

Select an Agency

00136	VITA	Virginia Information Technologies Agency
Agency Code	Agency Abbr	Agency Name

Site Location:

11751 Meadowville Lane CESC Chester VA 23836

Select a Site

11751 Meadowville Lane

Address Line 1

CESC

Address Line 2

Chester VA 23836

City State Zip Code

Asset Information

☒ Asset Tag Found. Please enter asset tag: NG123456768

☐ Asset Tag Not Found.

Asset Type: Desktop

Save Snooze



Virginia Information Technologies Agency



E-mailbox and Account Request Form

Chad Carter
Help Desk and Incident Management Services,
VITA

CIO Council Meeting
Nov. 9, 2010



Virginia Information Technologies Agency



Contingent Labor

Susan Woolley and Hubie Harris
Supply Chain Management, VITA

CIO Council Meeting
Nov. 9, 2010





Virginia Information Technologies Agency



CIO Council's Top Five

Steve Fox
Alcoholic Beverage Control

CIO Council Meeting
Nov. 9, 2010





The Top 5 List

Purpose

- Develop a working Top 5 list that allows the agencies, VITA and Northrop Grumman collectively to work on and resolve operational issues
- Team is composed of representative agencies, VITA and Northrop Grumman team members
- Focus on identifying and resolving issues that span across the three organizations



The Top 5 List

Parameters

- For this initiative to be successful, the identified items on the list need to be:
 - Achievable
 - Realistic
 - Workable



Team Members

- Steve Fox
- Maurion Edwards
- Robert Jenkins
- Prin Cowan
- Robert Hobbelman
- Mike Neely
- Debbie Secor
- Chad Carter



Current Initiatives

1. Identify areas where agencies can deal directly with Northrop Grumman, (e.g. circuit orders)
2. Develop a process for consistent and tested password sync and changing procedures for mobile teleworkers who use VPN and an aircard
3. Develop a repository for lessons learned, best practices and agency cost savings initiatives



Current Initiatives

4. Decrease the turn-around time for work requests
5. Improve the project management development process flow for project approval and release
6. Identify areas and action items to streamline the strategic planning process
7. Identify areas and action items to streamline the procurement process



Current Initiatives

8. Develop communications plan for Altiris inventory tool and how the agencies and Northrop Grumman will partner to use the data
9. Develop more detail around the managed services refresh for hardware
10. Inventory move and change (IMAC) process not being followed



Next Steps

1. Meet as a team to discuss initiatives
2. Identify what work already done
3. Prioritize the initiatives
4. Keep the number to five
5. Assign a point of contact to each initiative
6. Communicate status out to the CIO Council and AITR community



Virginia Information Technologies Agency



Response to Questions from Last Meeting

Chad Wirz
Operations Manager, VITA

CIO Council Meeting
Nov. 9, 2010





CIO Council Meeting

Roundtable



2011 Meetings

- No meeting in January 2011 to prevent conflicts with start of General Assembly
- March 9
- May 11
- July 13
- Sept. 14
- Nov. 9